

FIG. 1

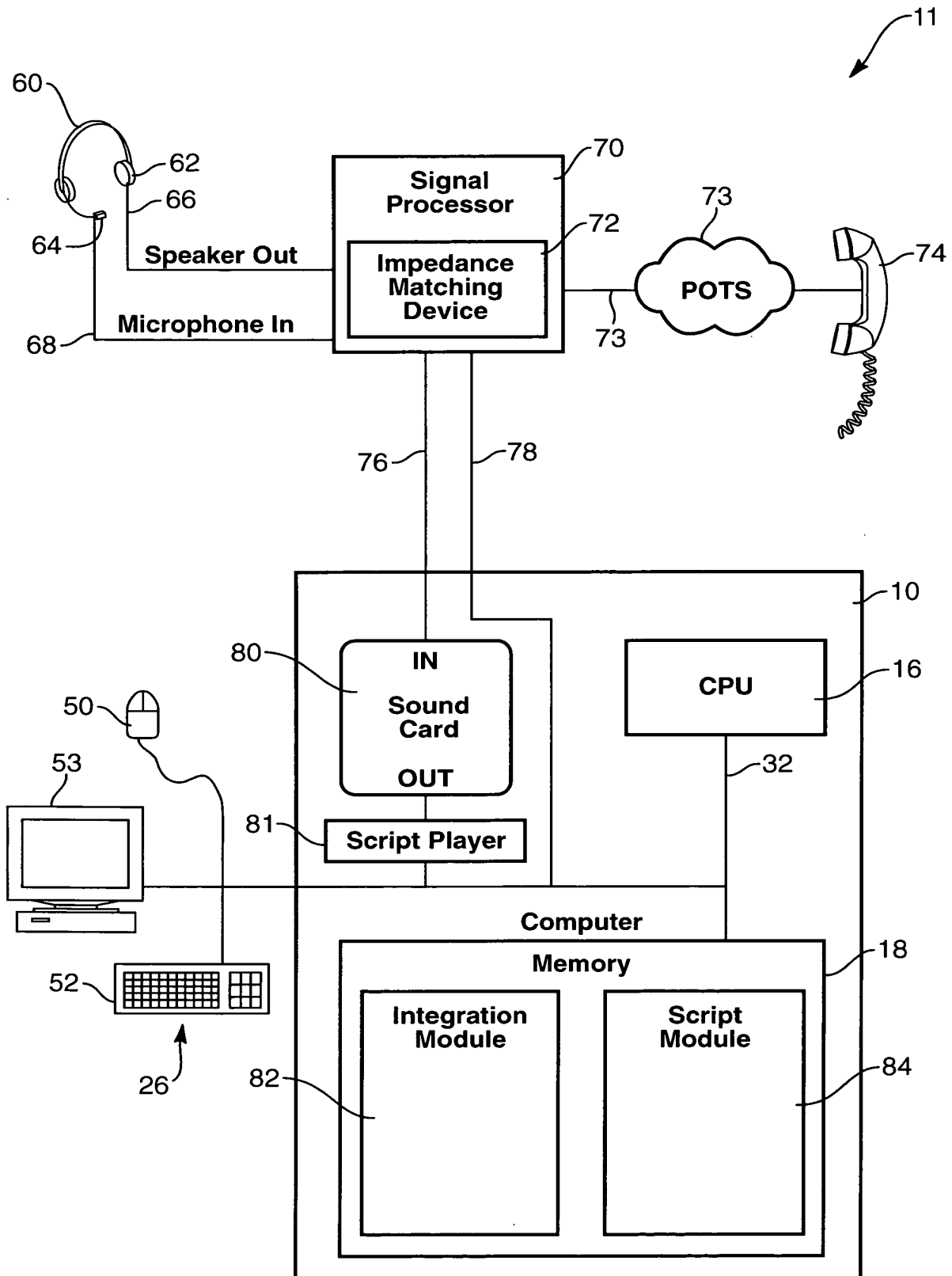


FIG. 2

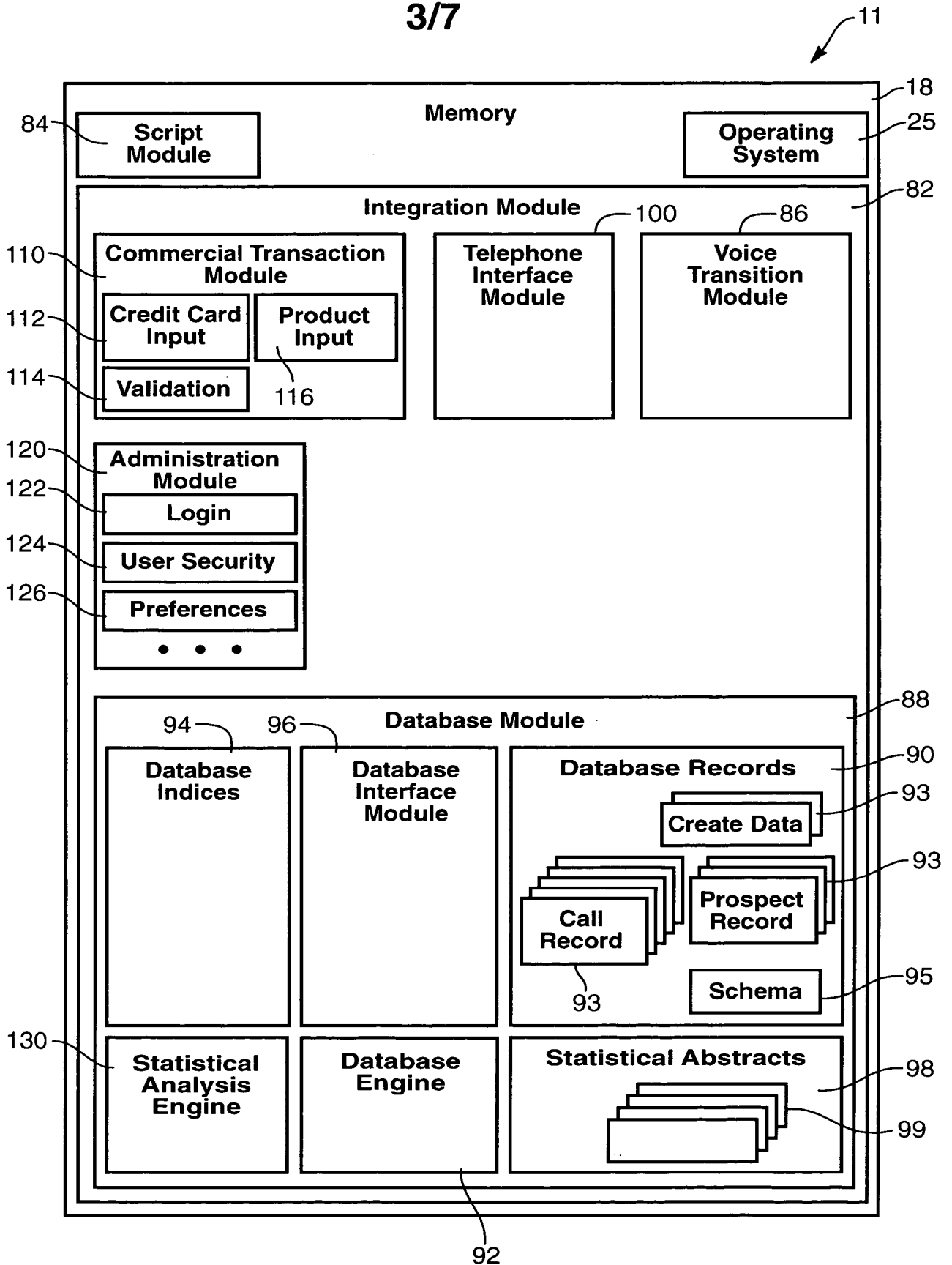


FIG. 3

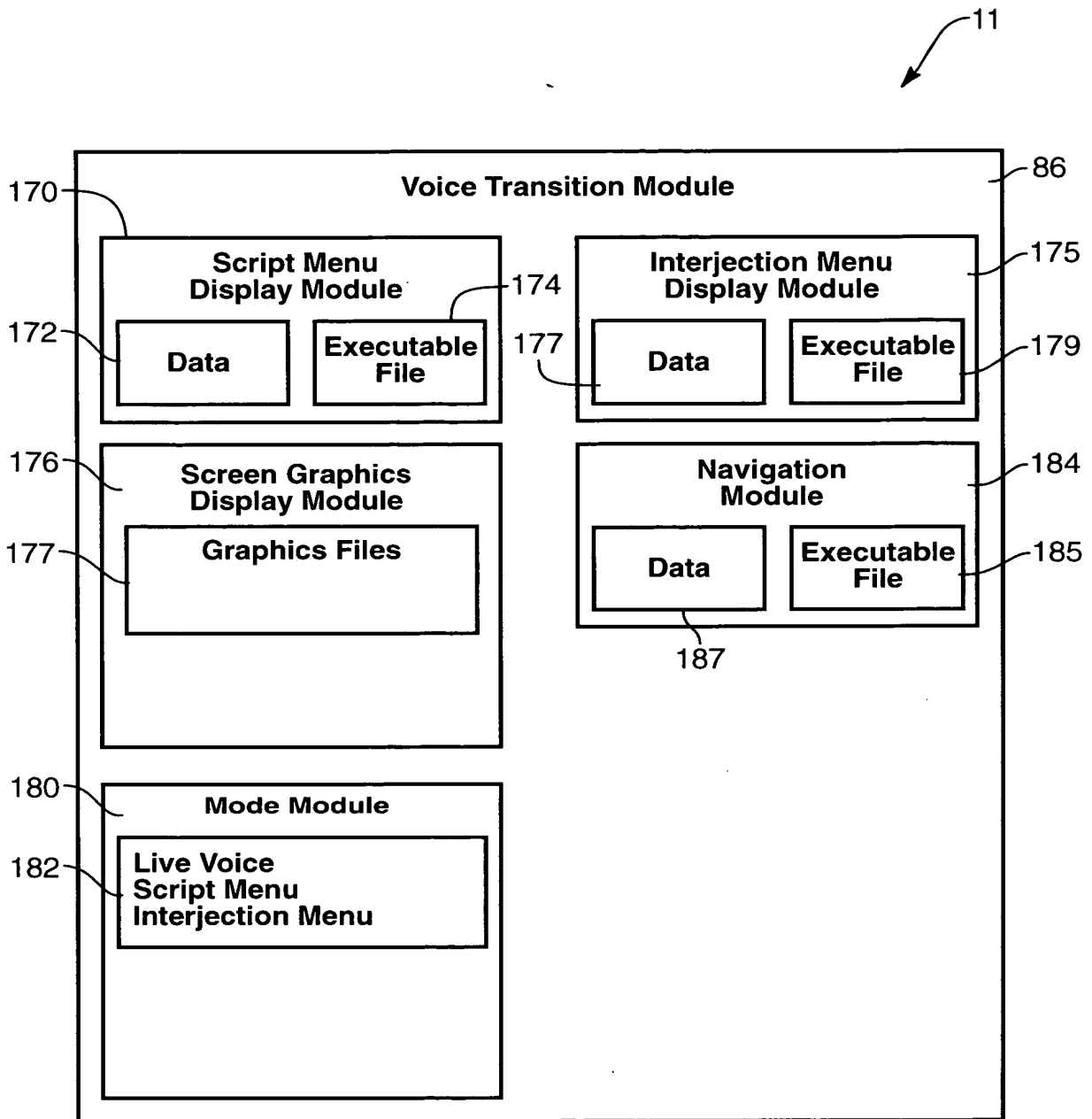


FIG. 4

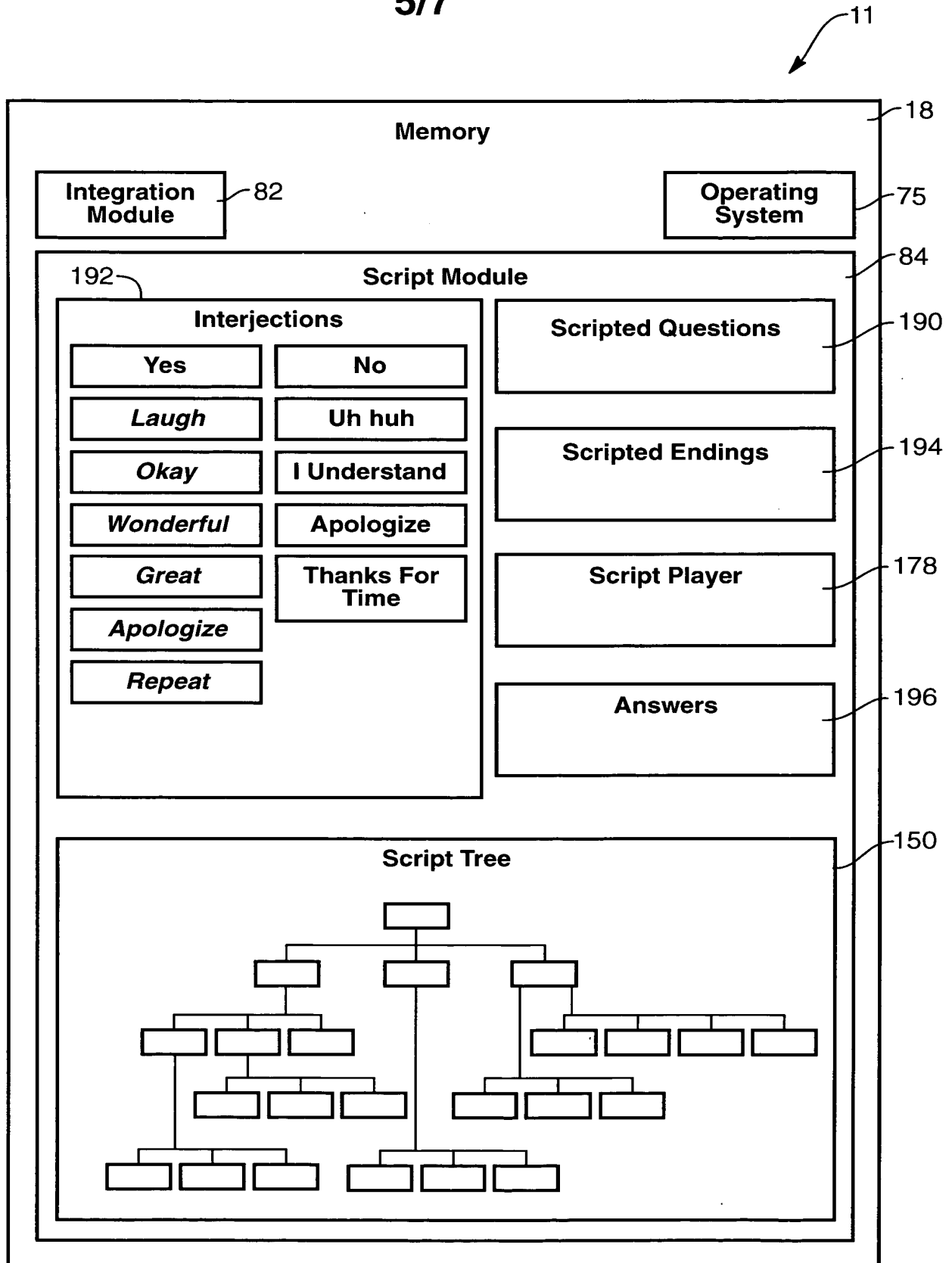


FIG. 5

200

Interactive Script

Agent Says "Hello is Referral there?" on affirmative "Hi this is (Advocates Name) you were referred to us by (name) do you know them?"

1 Yes

2 No

3

4

5

6

7

8

9 Stop the file from playing

0 Repeat the Paragraph

Close

Agreement Responses

'Y' = Yes

'N' = No

'U' = Uh huh

'O' = Okay

'U' = Understand

'W' = Wonderful

'G' = Great

'L' = Laugh

Agreement Responses

'A' = Apologize

'X' = Thanks for Time

'R' = Repeat

'F' =

Long Response

'B' = Busy

Navigation Button

Up One Level

Down One Level

Left

Right

End Response

'M' = Movie Discription

'S' = Summarize

190

192

194

FIG. 6

198

202

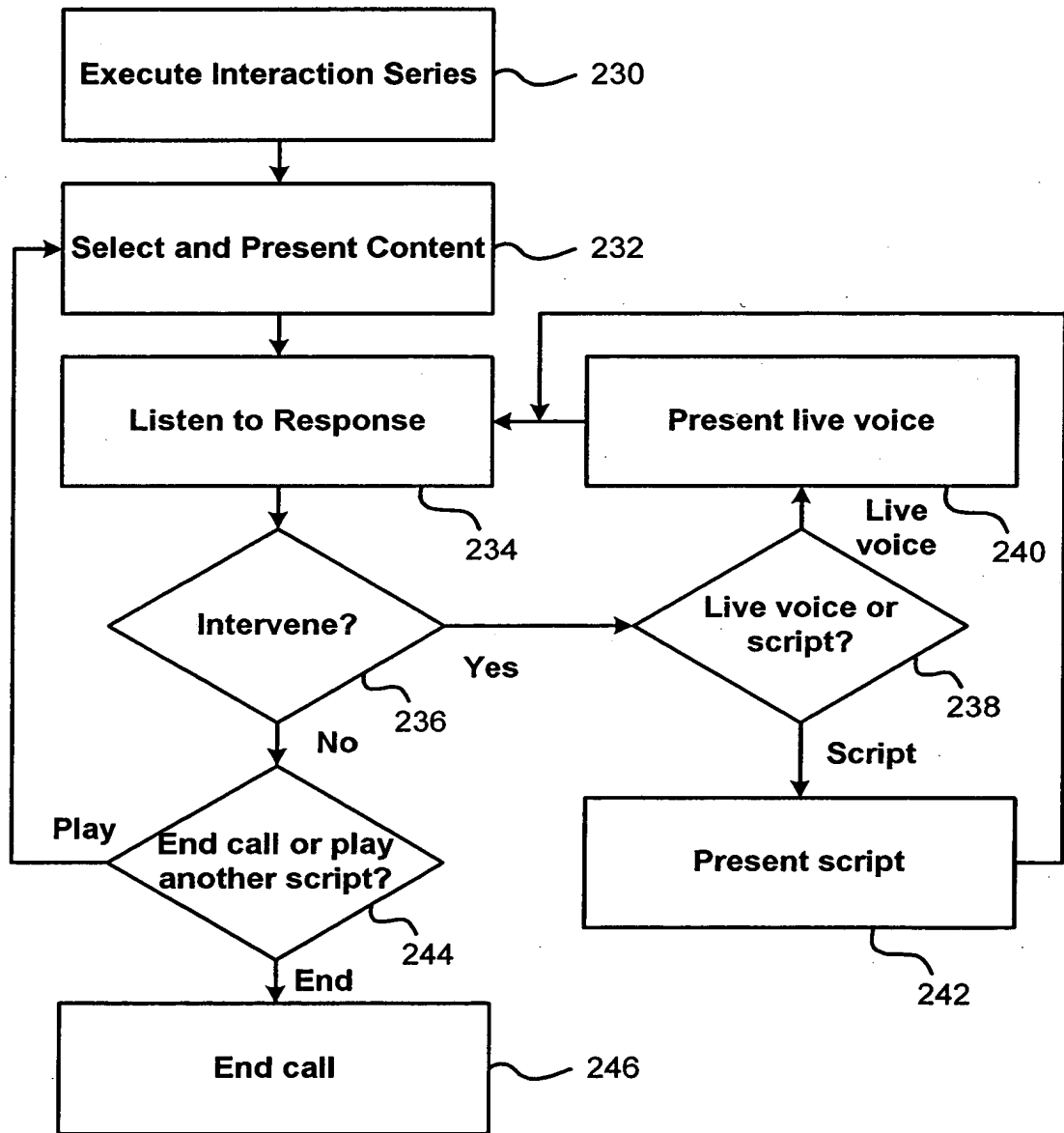


FIG. 7